

I need VRS to communicate with my three children and six grandchildren who live on the West Coast, some 3000 miles away. Using VCO, the conversation is nearly as fluent as if I was using the telephone like a hearing person. However, it has been difficult to reach a VRS as all of them are busy all the time. My children do NOT like the TRS since the time delay between responses is longer than VRS and the conversational process is at best, not fluent and awkward. In my job as professor at Rochester Institute of Technology, I need to use VRS with VCO to communicate with outside vendors and other fellow faculty/staff. Otherwise, the TRS discourages spontaneity in the conversation and is not at all like a telephone call the hearing people take for granted. I strongly encourage you to see that the VRS is adequately supported and that the waiting time to access VRS be subjected to the same access requirement for TRS. Such support will meet the requirements of Title IV of the ADA.